

JOB DESCRIPTION
Customer Service Supervisor
Code Number: 16012

GENERAL PURPOSE

Under general direction, plans, organizes, and supervises office and field customer service personnel who provide information, research problems, perform collections, and credit arrangement activities, shuts off water service from delinquent accounts; performs special projects and handles the more difficult, complex or sensitive customer account problems and disputes; reviews utility bills for accuracy prior to release for mailing; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the lower class of Senior Customer Service Representative in that it is a full first line supervisor. It can be further distinguished from the higher class of Customer Service Manager by that classification's managerial and administrative responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Plans, organizes, supervises, trains and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; contributes to the development of and assists in monitoring performance against the annual division budget, subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies and labor contract provisions.

FLSA DETERMINATION: Meets executive exemption from overtime.

Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the District's mission, strategic plan, objectives and values.

Supervises the training of new employees on the use of telephone and computer equipment, the District's Water and Sewer Rules and Regulations, the operations and data requirements of the customer billing system (COINS), field service functions, work order types and codes and District organization, functions and referral telephone numbers; introduces and trains employees on how to perform customer transaction processing procedures of increasing difficulty; observes and evaluates training performance.

Balances the scheduling of staff among assignments to accommodate customer demand; monitors representatives' interaction with customers in person and by telephone to provide coaching to improve customer service techniques and assistance.

Assumes the more difficult customer relations situations, involving upset and dissatisfied customers and requiring a high degree of sensitivity and use of sound independent judgment; takes action to resolve complaints where appropriate.

Receives and refers correspondence and complaints to appropriate staff and/or takes or recommends action to resolve the complaints.

Oversees and performs the more difficult work associated with collecting billings for the District's water utility services; reviews account records, history and issues or approves adjustments to customer accounts to correct errors or resolve escalated disputes.

Monitors collections of utility billings; takes or recommends action to maximize collections; reviews periodic reports of delinquent accounts; assists staff in resolving the more difficult and complex collections and credit cases; recommends and/or takes action on delinquent accounts.

Works with Information Systems staff to design, evaluate, develop and install enhancements to the customer billing system (COINS) and other division technology applications; establishes priorities; defines system user requirements and assists in design and implementation of system enhancements; defines user training and implementation needs; directs and oversees implementation of systems changes.

Provides technical assistance to staff.

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Inspects and evaluates work being performed; identifies problem areas and directs remedial action.

Prepares and maintains a variety of records and reports, including time cards, worksheets, accident reports, program documents, and routing; updates the billing systems constant and export records to ensure that customer bills have the correct date.

Schedules and coordinates activities with other departments and divisions, customers, contractors and other agencies.

Requisitions necessary equipment and supplies, and reviews and approves requests by subordinates.

Analyzes trends in population and system and equipment reliability to meet and serve expanding District needs.

Responds to emergency situations as necessary.

Carries out the District's safety program; ensures subordinates follow safety policies in work methods and procedures; enforces proper safety precautions while working in dangerous situations; educates employees on rules, regulations, safe work habits and potential hazards presented by their work environment.

Evaluates equipment and materials used in the division and recommends changes and/or additions, as required.

Prepares special or recurring reports or special studies; develops recommendations to improve department operation; coordinates work with various divisions and other users in making system modifications.

Ensures compliance of unit work to pertinent codes, regulations and guidelines.

Monitors a variety of division performances and customer account statistics to improve service delivery; identifies and evaluates customer trends and recommends and implements improvements.

Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculation; organizes and maintains office files; conducts special studies and recommends organizational, procedural or

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other changes.

Performs related duties as assigned.

CONTINUOUS IMPROVEMENT RELATED DUTIES

Supports and promotes the application of Continuous Improvement principles in the oversight of operations within the business unit.

Assists in the development and maintenance of best practice in unit work processes and supports the philosophy of continuous improvement.

Develops and monitors team and individual performance measures, ensuring that they align with District's Strategic and Operational Plans.

Ensures a thorough understanding of the Strategic Planning Cycle and participates in its development and deployment.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Office administrative practices and procedures; principles and practices of sound business communication; District Water and Sewer Rules and Regulations; characteristics of the District's customer base and usage patterns, including typical causes for high consumption; District personnel rules, policies and labor contract provisions; methods, practices and processes for billing, collections and credit; laws and regulations governing collections processes; operations, uses, requirements and limitations of the District's customer billing system (COINS); recordkeeping, filing and purchasing practices and procedures; principles and practices of effective supervision.

Ability to:

Operate a computer and word-processing, spreadsheet and other standard software; define issues, analyze customer problems, evaluate alternatives and develop sound conclusions and recommendations; organize, set priorities and exercise sound independent judgment within general policy guidelines; understand, interpret, explain and apply complex District rules regarding water and sewer service rates and policies, laws and regulations regarding collections activities; reach sound decisions in accordance with laws, regulations, rules and policies; select motivate and evaluate staff and provide for their training and development; analyze

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administrative processes and recommend or implement effective courses of action; develop and implement goals objectives, policies, work standards and management controls; communicate clearly and effectively orally and in writing; prepare clear, accurate and concise correspondence, records and reports; maintain sensitive and confidential information; use tact, discretion and diplomacy in dealing with sensitive situations with employees and customers; establish and maintain effective working relationships with all levels of District management and staff; work under pressure in a fast paced environment.

Continuous Improvement Based Knowledge and Abilities

Knowledge of:

The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning; familiar with process mapping and structured problem solving; theoretical and practical knowledge necessary to develop and monitor individual performance standards, and insure they align with key performance measures for the unit.

Ability to:

Maintain and utilize process flow charts for key processes, with performance standards related to customer and stakeholder needs; validate customer requirements; create a workplace that values employees, encourages their development, values their participation, and encourages innovation; create an environment of continuous improvement and to ensure business unit results consistent with expectations in key performance measures.

Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or GED equivalent and three years of administrative experience involving customer service, billing, and/or collection responsibilities, with at least one year in a lead or supervisory position; or an equivalent combination of education and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Physical Demands

While performing the duties of this class, an employee is regularly required to sit; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel office equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision, distance and the ability to adjust focus.

Mental Demands

While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customers who are often upset and dissatisfied.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under office conditions involving a public counter, high telephone volume and a radio dispatch function and the noise level is moderate.

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